of Calcutta Telephones have been lying out of service due to defaults in the maintenance of these exchanges and lack of maintenance staff;

(b) whether subscribers complaints have not been attended for months together;

(c) whether the office of the Area Manager (South), Calcutta Telephones has also received such complaints for the last three months or more and have also received several representations for refund of deposit money of the subscribers under various categories;

(d) whether the AM(S) of Calcutta Telephones has not been issuing refund cheques on account of withdrawal from temporary connections as well; and

(c) if so, what are the facts and details thereof and what corrective action is to be taken immediately?

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. The service in general, provided by these Electronic Exchanges is satisfactory.

(b) No, Sir. Only in case of major cable breakdowns having multiple faults, the restoration is delayed to some extent.

(c) Yes, Sir. Some complaints have been received in the Office of Area Manager (South) in respect of faulty lines. Some requests for refund of security money have also been received.

(d) Refund cheques are being issued from time *to* time on receipt of requests from subscribers. 56 cheques were issued during last three months out of 61 cases.

(e) Does not arise.

Report of the social audit panel

1604. SHRI V. HANUMANTHA RAO; Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Social Audit Panel set up by Government has submitted its report on improvement of customer services in Telecom Sector;

(b) if not, what is the time frame by when this report would be ready; and

(c) whether Government will widely publicise the recommendations before examining and implementing them?

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir. The Social Audit Panel has submitted three action reports out of which two contain the recommendations for telecom sector.

(b) Does not arise in view of reply to (a) above.

(c) The gist of the findings of the Panel has already been laid on the Table of the House in reply to Rajya Sabha Unstarred Question No. 3411 on 23.3.1993.

विश्व बैंक द्वारा परियोजना ऋण

1605. श्री ईश दत्त यादव : क्या वित्त मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि विश्व बैंक द्वारा भारत को वर्ष 1993–96 के दौरान हर वर्ष रियायती दर पर लगभग 1.3 बिलियन रुपये का ऋण दिये जाने पर सहमति दी गई हैं ; और

(ख) यदि हां, तो इसका विस्तृत ब्यौरा क्या है तथा किन-किन परियोजनाओं के लिए ऋण देने का प्रस्ताव हैं ?